

# Rainer Alt

## List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/5456249/publications.pdf>

Version: 2024-02-01

128  
papers

2,083  
citations

394421

19  
h-index

302126

39  
g-index

149  
all docs

149  
docs citations

149  
times ranked

1281  
citing authors

#	ARTICLE	IF	CITATIONS
1	Towards AI application marketplaces - an interview with Dorian Selz. <i>Electronic Markets</i> , 2022, 32, 139-143.	8.1	3
2	Nâ€™R. <i>Contributions To Finance and Accounting</i> , 2022, , 137-170.	0.4	0
3	Aâ€™D. <i>Contributions To Finance and Accounting</i> , 2022, , 1-78.	0.4	0
4	Eâ€™H. <i>Contributions To Finance and Accounting</i> , 2022, , 79-109.	0.4	0
5	<i>Electronic Markets on platform dualities. Electronic Markets</i> , 2022, 32, 1-10.	8.1	5
6	AI and robotics in the European restaurant sector: Assessing potentials for process innovation in a high-contact service industry. <i>Electronic Markets</i> , 2021, 31, 529-551.	8.1	49
7	Continuous Innovation with DevOps at T-Systems MMS. <i>SpringerBriefs in Information Systems</i> , 2021, , 37-58.	0.4	1
8	Continuous Innovation and IT Management. <i>SpringerBriefs in Information Systems</i> , 2021, , 5-16.	0.4	0
9	Digital Transformation and Software-Defined Business. <i>SpringerBriefs in Information Systems</i> , 2021, , 1-4.	0.4	0
10	<i>Electronic Markets on the next convergence. Electronic Markets</i> , 2021, 31, 1-9.	8.1	11
11	Digital Transformation in the Restaurant Industry: Current Developments and Implications. <i>Journal of Smart Tourism</i> , 2021, 1, 69-74.	2.6	20
12	<i>Electronic Markets on digital platforms and AI. Electronic Markets</i> , 2021, 31, 233-241.	8.1	9
13	The digital transformation of healthcare - An interview with Werner Dorfmeister. <i>Electronic Markets</i> , 2021, 31, 895.	8.1	4
14	<i>Electronic Markets on robotics. Electronic Markets</i> , 2021, 31, 465-471.	8.1	0
15	Life Engineering. <i>Business and Information Systems Engineering</i> , 2021, 63, 191-205.	6.1	11
16	How to organize for AI? An interview with Yao-Hua Tan. <i>Electronic Markets</i> , 2021, 31, 639-642.	8.1	2
17	<i>Electronic Markets on platform complexity. Electronic Markets</i> , 2021, 31, 737-742.	8.1	1
18	Social Customer Relationship Management. <i>Management for Professionals</i> , 2020, , .	0.5	9

#	ARTICLE	IF	CITATIONS
19	Electronic Markets on blockchain markets. <i>Electronic Markets</i> , 2020, 30, 181-188.	8.1	21
20	Configuration Approach for Analytical Service Models – Development and Evaluation. , 2020, , .		2
21	Blockchain technology in energy markets – An interview with the European Energy Exchange. <i>Electronic Markets</i> , 2020, 30, 325-330.	8.1	11
22	Software-Defined Business. <i>Business and Information Systems Engineering</i> , 2020, 62, 609-621.	6.1	20
23	It Takes More than Two to Tango: Identifying Roles and Patterns in Multi-Actor Smart Service Innovation. <i>Schmalenbach Business Review</i> , 2020, 72, 599-634.	0.9	15
24	Electronic Markets on business model development. <i>Electronic Markets</i> , 2020, 30, 405-411.	8.1	7
25	Electronic Markets on sustainability. <i>Electronic Markets</i> , 2020, 30, 667-674.	8.1	7
26	Evolution and perspectives of electronic markets. <i>Electronic Markets</i> , 2020, 30, 1-13.	8.1	26
27	A literature review of the current applications of machine learning and their practical implications. <i>Web Intelligence</i> , 2020, 18, 69-83.	0.2	9
28	Internet-of-Things Marketplaces: State-of-the-Art and the Role of Distributed Ledger Technology. <i>Lecture Notes in Business Information Processing</i> , 2020, , 337-350.	1.0	2
29	Assessing the Business Impact of Artificial Intelligence. , 2020, , .		7
30	Learnings for an Integrated Social CRM. <i>Management for Professionals</i> , 2020, , 103-109.	0.5	0
31	Social CRM: Tools and Functionalities. <i>Management for Professionals</i> , 2020, , 57-80.	0.5	2
32	Social CRM: Evolution and Building Blocks. <i>Management for Professionals</i> , 2020, , 1-19.	0.5	0
33	Social CRM Tools: A Systematic Mapping Study. <i>Lecture Notes in Business Information Processing</i> , 2020, , 250-261.	1.0	0
34	Outsourcing of Social CRM Services in German SMEs. <i>Lecture Notes in Business Information Processing</i> , 2020, , 215-228.	1.0	1
35	Electronic Markets on digital transformation methodologies. <i>Electronic Markets</i> , 2019, 29, 307-313.	8.1	13
36	How IT-Related Financial Innovation Influences Bank Risk-Taking: Results from an Empirical Analysis of Patent Applications. , 2019, , .		2

#	ARTICLE	IF	CITATIONS
37	Electronic Markets on platform competition. Electronic Markets, 2019, 29, 143-149.	8.1	27
38	Towards customer-induced service orchestration - requirements for the next step of customer orientation. Electronic Markets, 2019, 29, 79-91.	8.1	29
39	Smart services: The move to customer orientation. Electronic Markets, 2019, 29, 1-6.	8.1	19
40	Transformation of Consulting for Software-Defined Businesses: Lessons from a DevOps Case Study in a German IT Company. Contributions To Management Science, 2019, , 385-403.	0.5	8
41	Defining and Delimitating Distributed Ledger Technology: Results of a Structured Literature Analysis. Lecture Notes in Business Information Processing, 2019, , 43-54.	1.0	4
42	The Role of Cross-Domain Use Cases in IoT – A Case Analysis. , 2019, , .		4
43	The Role of Social CRM in Social Information Systems: Findings from Four Case Studies. , 2019, , .		0
44	Social CRM Services in Digital Marketing Agencies: A Preliminary Study on Service Offerings in Germany. Lecture Notes in Business Information Processing, 2019, , 383-395.	1.0	1
45	Social CRM from the Customer Perspective: A Preliminary Analysis of Differences between Brazilian and German Users. , 2018, , .		0
46	Social CRM in Digital Marketing Agencies: An Extensive Classification of Services. , 2018, , .		6
47	Current Applications of Machine Learning Techniques in CRM: A Literature Review and Practical Implications. , 2018, , .		12
48	Electronic Markets on digitalization. Electronic Markets, 2018, 28, 397-402.	8.1	18
49	A Semantic BI Process for Detecting and Analyzing Mentions of Interest for a Domain in Tweets. , 2018, , .		2
50	An Approach for Customer-Centered Smart Service Innovation Based on Customer Data Management. Lecture Notes in Business Information Processing, 2018, , 45-58.	1.0	3
51	Electronic Markets and current general research. Electronic Markets, 2018, 28, 123-128.	8.1	27
52	Electronic Markets on networked media. Electronic Markets, 2018, 28, 1-6.	8.1	6
53	FinTech and the transformation of the financial industry. Electronic Markets, 2018, 28, 235-243.	8.1	196
54	Electronic Markets on academic supply chains. Electronic Markets, 2017, 27, 91-96.	8.1	2

#	ARTICLE	IF	CITATIONS
55	Electronic Markets on big data services. Electronic Markets, 2017, 27, 191-195.	8.1	2
56	Improving relationship management in universities with sentiment analysis and topic modeling of social media channels. , 2017, , .		8
57	Capturing customer context from social media. , 2017, , .		1
58	Electronic markets on transaction costs. Electronic Markets, 2017, 27, 297-301.	8.1	6
59	Electronic Markets on the media industry. Electronic Markets, 2017, 27, 1-5.	8.1	11
60	Design options for supply chain visibility services: learnings from three EPCIS implementations. Electronic Markets, 2017, 27, 141-156.	8.1	3
61	Exploring Context from the Consumer Perspective: Insights from eBusiness and Health Care. Lecture Notes in Business Information Processing, 2017, , 340-346.	1.0	1
62	Social Media Analytics Using Business Intelligence and Social Media Tools â€“ Differences and Implications. Lecture Notes in Business Information Processing, 2017, , 252-259.	1.0	1
63	Electronic Markets on the impact factor. Electronic Markets, 2016, 26, 95-101.	8.1	5
64	Digitalisierung der Finanzindustrie. , 2016, , .		56
65	Electronic Markets on customer-orientation. Electronic Markets, 2016, 26, 195-198.	8.1	11
66	Electronic Markets on electronic markets in education. Electronic Markets, 2016, 26, 311-314.	8.1	5
67	Sharing Economy. Business and Information Systems Engineering, 2016, 58, 93-99.	6.1	284
68	Electronic Markets on self-archiving. Electronic Markets, 2016, 26, 1-5.	8.1	13
69	Smart.NRWâ€™RFID as Enabler for an Intelligent FMCG Supply Chain. Lecture Notes in Logistics, 2016, , 325-337.	0.8	0
70	Risk-Aware Pricing of B2B Services: Approach, Realization and Application to a Payments Transaction Processing Service. Lecture Notes in Business Information Processing, 2016, , 341-355.	1.0	0
71	Editorial 25/4: Electronic Markets on reviewing. Electronic Markets, 2015, 25, 255-261.	8.1	6
72	Network Management and Service Systems. Information Resources Management Journal, 2015, 28, 38-56.	1.1	2

#	ARTICLE	IF	CITATIONS
73	Editorial 25/2: Electronic Markets and privacy. Electronic Markets, 2015, 25, 87-90.	8.1	5
74	Hybrid Customer Interaction. Business and Information Systems Engineering, 2015, 57, 73-78.	6.1	41
75	Increasing Intranet Usage through Gamification – Insights from an Experiment in the Banking Industry. , 2015, , .		20
76	Editorial 25/3: Electronic Markets on ecosystems and tourism. Electronic Markets, 2015, 25, 169-174.	8.1	13
77	Gamifizierung mit BPMN. Hmd, 2015, 52, 840-850.	0.3	4
78	Editorial 25/1: 25Âyears of electronic markets. Electronic Markets, 2015, 25, 1-5.	8.1	10
79	Status of business model and electronic market research:ÂAn interview with Alexander Osterwalder. Electronic Markets, 2014, 24, 243-249.	8.1	11
80	Editorial 24/4: Electronic markets and business models. Electronic Markets, 2014, 24, 231-234.	8.1	13
81	Electronic market research and the impact of consumerization: An interview with Hubert Ã–sterle. Electronic Markets, 2014, 24, 251-253.	8.1	1
82	Status of business model and electronic market research:An interview with Paul Timmers. Electronic Markets, 2014, 24, 235.	8.1	2
83	Editorial 24/1: Electronic Markets and practice-orientation. Electronic Markets, 2014, 24, 1-3.	8.1	8
84	Editorial 24/3: Electronic Markets and general research. Electronic Markets, 2014, 24, 161-164.	8.1	31
85	Editorial 24/2: Electronic Markets and journal sections. Electronic Markets, 2014, 24, 77-79.	8.1	3
86	Service Lifecycle Management. Business and Information Systems Engineering, 2013, 5, 45-49.	6.1	10
87	Editorial 23/2. Electronic Markets, 2013, 23, 85-87.	8.1	0
88	Editorial 23/1. Electronic Markets, 2013, 23, 1-1.	8.1	3
89	Electronic Markets on Internet marketing. Electronic Markets, 2013, 23, 173-174.	8.1	3
90	Electronic Markets and conference contributions. Electronic Markets, 2013, 23, 267-268.	8.1	2

#	ARTICLE	IF	CITATIONS
91	Editorial 22/3. Electronic Markets, 2012, 22, 129-130.	8.1	0
92	The rise of customer-oriented banking - electronic markets are paving the way for change in the financial industry. Electronic Markets, 2012, 22, 203-215.	8.1	65
93	Banking in the Internet and mobile era. Electronic Markets, 2012, 22, 197-202.	8.1	33
94	Editorial 22/4. Electronic Markets, 2012, 22, 195-196.	8.1	0
95	Social Customer Relationship Management (Social CRM). Business and Information Systems Engineering, 2012, 4, 287-291.	6.1	27
96	Editorial 22/1. Electronic Markets, 2012, 22, 1-3.	8.1	3
97	Editorial 22/2. Electronic Markets, 2012, 22, 69-70.	8.1	1
98	Ä¼berbetriebliches Service Lifecycle Management. Hmd, 2011, 48, 58-67.	0.3	2
99	Datenschutz im Callcenter. Hmd, 2011, 48, 71-79.	0.3	1
100	Editorial 21/1. Electronic Markets, 2011, 21, 1-3.	8.1	1
101	Twenty years of electronic markets researchâ€”looking backwards towards the future. Electronic Markets, 2011, 21, 41-51.	8.1	69
102	Editorial 21/2. Electronic Markets, 2011, 21, 77-77.	8.1	0
103	Service-orientation in electronic markets. Electronic Markets, 2010, 20, 177-180.	8.1	11
104	Campus Management System. Business and Information Systems Engineering, 2010, 2, 187-190.	6.1	10
105	Gain in Transparency versus Investment in the EPC Network â€” Analysis and Results of a Discrete Event Simulation Based on a Case Study in the Fashion Industry. Lecture Notes in Computer Science, 2010, , 145-155.	1.3	2
106	Aligning Service Maps - A Methodological Approach from the Financial Industry. , 2009, , .		6
107	Redesigning business networks. , 2008, , .		4
108	Functional Analysis of Open Source Erp Systems - An Exploratory Analysis. SSRN Electronic Journal, 2008, , .	0.4	2

#	ARTICLE	IF	CITATIONS
109	Instruments for an Integrated Business Network Redesign in the Financial Industry. Lecture Notes in Business Information Processing, 2008, , 136-150.	1.0	0
110	Developing an integration architecture for process portals. European Journal of Information Systems, 2005, 14, 121-134.	9.2	28
111	Collaborative order management: toward standard solutions for interorganisational order management. International Journal of Technology Management, 2005, 31, 78.	0.5	10
112	Successful use of eâ€¢procurement in supply chains. Supply Chain Management, 2005, 10, 122-133.	6.4	158
113	Developing customer process orientation: the case of Pharma Corp.. Business Process Management Journal, 2005, 11, 297-315.	4.2	10
114	Implementing Collaborative Process Management. International Journal of Cases on Electronic Commerce, 2005, 1, 1-18.	0.1	5
115	Enterprise application integration systems and architecture â€” the case of the Robert Bosch Group. Journal of Enterprise Information Management, 2004, 17, 105-116.	7.5	42
116	Customer relationship management architecture in the pharmaceutical industry. International Journal of Healthcare Technology and Management, 2003, 5, 296.	0.1	6
117	Integration of Electronic Services in the Execution of Business Transactions. IFIP Advances in Information and Communication Technology, 2003, , 717-732.	0.7	1
118	Preface: Introduction to Special Section - Business Models. Electronic Markets, 2001, 11, 3-9.	8.1	80
119	An Engineering Approach to Develop Business Networks. , 2001, , 208-228.		0
120	Business Networking. , 2001, , .		50
121	Preface: Introduction to Special Section Â– Business Models. Electronic Markets, 2001, 11, 3-9.	8.1	9
122	Preface: Introduction to Special Section â€” Business Models. Electronic Markets, 2001, 11, 3-9.	8.1	90
123	Business Networking Systems: Characteristics and Lessons Learned. International Journal of Electronic Commerce, 2000, 5, 7-27.	3.0	25
124	Business Networking in the Swatch Group. Electronic Markets, 1999, 9, 169-173.	8.1	4
125	Lessons in Electronic Commerce: The Case of Electronic Transportation Markets. Failure and Lessons Learned in Information Technology Management, 1999, 3, 81-93.	0.1	5
126	Customer relationship management in the pharmaceutical industry. , 0, , .		12



#	ARTICLE	IF	CITATIONS
127	A Conceptual Model for Assistant Platforms. , 0, , .		5
128	Customer Context and Social CRM: A Literature Review and Research Agenda. , 0, , .		3